

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Lynne Warman	
The provider was registered on:	15/07/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	DeiCare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	15/07/2022
	Responsible Individual(s)	Lynne Warman
	Manager(s)	Lynne Warman
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We maintain separate files for each team member, where we document their progress and training needs. Our online training platform, RedCrier, is used to provide and monitor training completion. We receive notifications when training courses have been finished, as well as when they need to be updated. All new employees complete their required courses within three months of starting the job. Additionally, we offer in-person classroom training for manual handling, which is completed before starting
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In the previous financial year, we implemented a variety of measures to recruit and retain our workforce. We utilized the HomeCare website as well as our own website to advertise and accept applications for open positions. Additionally, we attended job fairs to attract potential candidates. We prioritized our employees' needs by providing flexible working arrangements, such as accommodating their childcare and other requirements to support their work-life balance.

## Service Profile

### Service Details

Name of Service	DeiCare
Telephone Number	07725515378
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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### Fees Charged

The minimum hourly rate payable during the last financial year?	18.26
The maximum hourly rate payable during the last financial year?	26.00

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Newsletter/email updates sent every 3 months to clients and their family members. These updates are also sent to staff members.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As a domiciliary care agency, our core philosophy centers around the idea that individuals should be the primary decision-makers when it comes to their care and support. To achieve this, we employ a person-centered approach, which enables us to tailor our services to meet the unique needs and preferences of each person.</p> <p>To ensure that people's voices are heard, we actively seek and encourage feedback from them, and we take their views into account when making decisions about their care. We involve them in planning their care and support, and we provide them with information in accessible formats to help them make informed choices. We also have a complaints procedure in place, which provides a way for people to raise any concerns they may have and for us to learn and improve from their feedback.</p> <p>Moreover, we believe that providing choice and opportunities is crucial to empowering individuals to live fulfilling lives. Our staff are trained to promote independence and choice, and we provide ongoing support to enable people to exercise control over their care and support. Overall, our aim is to create an environment in which people feel valued, respected, and supported to live their best lives.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We provide holistic and person-centred care to maintain people's health, development and overall wellbeing. We collaborate with healthcare professionals, offer learning opportunities for staff and support people's interests and aspirations. We provide</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At our domiciliary care agency, ensuring the safety and protection of the people we support is our top priority. We have policies and procedures in place to safeguard people from abuse and neglect, and we provide training to our staff to identify and report any concerns or suspicions of harm. We work in partnership with external agencies to investigate any safeguarding concerns, and we have a designated safeguarding lead who is responsible for overseeing our safeguarding practices.</p> <p>Moreover, we promote an open and transparent culture, where people feel safe to raise any concerns they may have, and we take any complaints seriously, investigating them thoroughly to ensure that appropriate action is taken. We also carry out regular risk assessments to identify and manage any potential risks to people's safety and wellbeing.</p> <p>Overall, we are committed to providing a safe and supportive environment for the people we support, where they feel protected from harm and abuse, and where they are treated with dignity, respect, and compassion.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>22</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

#### Deputy service manager

Does your service structure include roles of this type?	No
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#### Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	21
Health & Safety	21
Equality, Diversity & Human Rights	0
Manual Handling	21
Safeguarding	21
Dementia	21
Positive Behaviour Management	0
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	basic first aid 21 incontinence awareness 21 infection control 21 pressure sore prevention 21 safe handling of medicines 21 safe Guarding and protection of adults 21
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	13
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	5

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Finance Manager
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0